



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
FACILITY ATTENDANT
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position assists with the maintenance and operations of assigned facility. Reports to a Recreation Center Supervisor, Recreation Program Supervisor, or Recreation Facility Coordinator.

There are three (3) levels of Facility Attendant distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances to include ensuring building security, responding to emergency situations involving, fields, courts, facilities and patrons; completes required reports such as accident, incident, and attendance reports. May be responsible for accepting payments for fees and services. Responds to questions from the public.

Assists with the maintenance and operations of assigned field or facility; sets up and breaks down equipment for various events and meetings to include performing some maintenance and custodial duties; monitors participants and spectators to maintain order and discipline; opens and closes the facilities to include locking the gates and setting the alarm.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Recreational Programming - General knowledge of recreational programming and recreational facility operations.
- Customer Service - Knowledge of principles and processes for providing customer services.
- Safety - Knowledge of occupational hazards, safety precautions and safety regulations related to recreational activities and other work related precautions.
- Cleaning Methods - Knowledge of methods, materials, and equipment used to perform custodial duties.

REQUIRED SKILLS

- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees at all levels, representatives from all departments, and citizens.
- **Time Management** – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.
- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy

REQUIRED ABILITIES

- **Communication** – Ability to communicate ideas and proposals effectively so others will understand. Ability to listen and understand information and ideas presented verbally or in writing.
- **Mathematics** - Ability to perform basic arithmetic applications.

EDUCATION AND EXPERIENCE

Facility Attendant I – Requires a high school diploma, or an equivalent combination of education and experience.

Facility Attendant II - Requires a high school diploma and 1-2 years of related experience, or an equivalent combination of education and experience.

Facility Attendant, Lead - Requires a high school diploma and 2-3 years of related experience with one year of lead or supervisory experience, or an equivalent combination of education and experience. Serves as lead worker.

ADDITIONAL REQUIREMENTS

Acceptable general background check to include a local and state criminal history check and sex offender registry check.

This position requires pre-employment medical evaluation.

PHYSICAL REQUIREMENTS

- Tasks require the ability to exert very moderate physical effort in light work.
- Some combination of stooping, kneeling, crouching and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate depth, textures and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, temperature and weather extremes, hazardous materials, violent individuals, infectious disease, or rude/irate customers.